

## How to Request a Duplicate Registration

Go to <http://www.dcjs.virginia.gov/rocs/Login.aspx>.

**You must have first registered in the system before you can login. If you have not registered, please see instructions on “how to register.”**

The screenshot shows the login page for the DCJS Regulatory On-Line Credentialing System (ROCS). At the top, there is a banner with the text "Improving and promoting public safety in the Commonwealth". Below the banner, on the left, is a "Menu" section with two links: "Register a Person" and "Register a Business". The main content area has a heading "Welcome to DCJS Regulatory On-Line Credentialing System (ROCS)". Below the heading, there is a paragraph explaining that users must register with the e-Government site. It provides instructions for users who are already registered (enter username and password, click login) and for new users (read the list below, choose an option). The list includes two bullet points: one for professional licenses and one for business or facility licenses. At the bottom, there are input fields for "User Id:" and "Password:", followed by a "Login" button. A link "here" is provided for users who have forgotten their password.

Menu

- Register a Person
- Register a Business

### Welcome to DCJS Regulatory On-Line Credentialing System (ROCS)

In order to utilize the online services, you must register with the e-Government site. If you've already registered, just enter your user name and password in the fields below and press the **login button** to continue. If you've forgotten your password, click [here](#).

If you haven't already registered, please read the list below carefully and choose the option that best fits your circumstance:

- If you wish to apply for a professional license, renew an existing professional license, submit name or address changes, or request a duplicate license, click [here](#) to register (or click the **register a person** link on the left).
- If you wish to apply for a business or facility license, renew an existing business license, submit name or address changes, request a duplicate license or request a facility inspection, click [here](#) to register (or click the **register a business** link on the left).

User Id:

Password:

Click [here](#) if you have forgotten your password.

Enter user id and password.

http://www.dcjs.virginia.gov/rocs/Login.aspx

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http://www.dcjs.virginia... corporate\_complete

Page Safety Tools

### Menu

- Register a Person
- Register a Business

## Welcome to DCJS Regulatory On-Line Credentialing System (ROCS)

In order to utilize the online services, you must register with the e-Government site. If you've already registered, just enter your user name and password in the fields below and press the **login button** to continue. If you've forgotten your password, click [here](#).

If you haven't already registered, please read the list below carefully and choose the option that best fits your circumstance:

- If you wish to apply for a professional license, renew an existing professional license, submit name or address changes, or request a duplicate license, click [here](#) to register (or click the **register a person** link on the left).
- If you wish to apply for a business or facility license, renew an existing business license, submit name or address changes, request a duplicate license or request a facility inspection, click [here](#) to register (or click the **register a business** link on the left).

User Id\*:

Password\*:

Login

Click [here](#) if you have forgotten your password.

Internet 100%

Then click the “login” button.

The screenshot shows a web browser window with the address bar displaying <http://www.dcs.virginia.gov/rocs/Login.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains various icons for search, share, and bookmarks. The page content features a left-hand menu with the title "Menu" and two options: "Register a Person" and "Register a Business". The main content area is titled "Welcome to DCJS Regulatory On-Line Credentialing System (ROCS)". Below the title, a paragraph explains that users must register with the e-Government site and provides instructions for existing users. A bulleted list offers specific registration paths for professional and business licenses. At the bottom, there are input fields for "User Id:" and "Password:", followed by a "Login" button. A link to the password recovery page is provided below the button. The browser's status bar at the bottom shows "Internet" and a 100% zoom level.

http://www.dcs.virginia.gov/rocs/Login.aspx

File Edit View Favorites Tools Help

Google Search

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http://www.dcs.virginia.gov/rocs/Login.aspx corporate\_complete

Menu

- Register a Person
- Register a Business

### Welcome to DCJS Regulatory On-Line Credentialing System (ROCS)

In order to utilize the online services, you must register with the e-Government site. If you've already registered, just enter your user name and password in the fields below and press the **login button** to continue. If you've forgotten your password, click [here](#).

If you haven't already registered, please read the list below carefully and choose the option that best fits your circumstance:

- If you wish to apply for a professional license, renew an existing professional license, submit name or address changes, or request a duplicate license, click [here](#) to register (or click the **register a person** link on the left).
- If you wish to apply for a business or facility license, renew an existing business license, submit name or address changes, request a duplicate license or request a facility inspection, click [here](#) to register (or click the **register a business** link on the left).

User Id:

Password:

Click [here](#) if you have forgotten your password.

Internet 100%

When you have successfully logged in, you will see the licensing homepage with your name and address.

The screenshot shows a web browser window with the address bar displaying <http://www.dcjs.virginia.gov/rocs/Home.aspx>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains various icons for search, share, and bookmarks. The page content features the DCJS logo and the text "VIRGINIA DEPARTMENT OF CRIMINAL JUSTICE SERVICES" with the tagline "Improving and promoting public safety in the Commonwealth". A left-hand menu lists options: Initial Application, Renew License, Duplicate License, Demographics Update, License Address Change, Manage Categories, Cart, and Logout. The main content area is titled "Licensing Home Page" and contains a paragraph explaining the license list, a bullet point with a link to obtain a DCJS ID, and a user profile section. The profile shows the name "Example Profile", address "123 Street Road, Richmond, VA 23235", and phone number "1234567890". Below the profile, a section titled "Licenses" shows a message "No license". The browser's status bar at the bottom indicates "Done" and "Internet" connectivity.

http://www.dcjs.virginia.gov/rocs/Home.aspx

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Page Safety Tools

# DCJS

VIRGINIA DEPARTMENT OF  
CRIMINAL JUSTICE SERVICES

*Improving and promoting public safety in the Commonwealth*

## Menu

- Initial Application
- Renew License
- Duplicate License
- Demographics Update
- License Address Change
- Manage Categories
- Cart
- Logout

## Licensing Home Page

The list below displays all licenses currently held by you and all licenses currently being applied for. To renew a license, click the **renew license** link on the left.

- Please click [here](#) to obtain your DCJS ID.

### Name

Name:	Example Profile	Address:	123 Street Road Richmond, VA 23235
		Phone:	1234567890

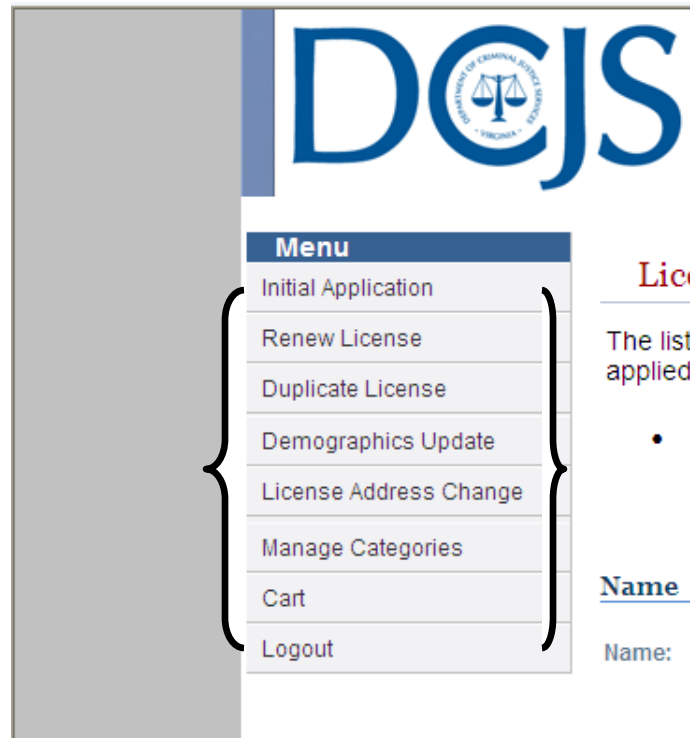
### Licenses

No license

Done Internet 100%

**Left side menu choices:**

1. **Initial application:** to submit an initial application.
2. **Renew license:** to renew a credential that is about to expire.
3. **Duplicate license:** request a replacement for a license that was lost.
4. **Demographics update:** change YOUR personal address.
5. **License address change:** for businesses and schools only. **DO NOT USE!!!**
6. **Manage categories:** to see categories on your registration—to include firearms—and to add categories.
7. **Cart:** to checkout.
8. **Logout:** to exit the system.



Click “duplicate license” button on left menu.

The screenshot shows a web browser window displaying the DCJS Licensing Home Page. The browser's address bar shows the URL <http://www.dcjs.virginia.gov/rocs/Home.aspx>. The page header features the DCJS logo and the text "VIRGINIA DEPARTMENT OF CRIMINAL JUSTICE SERVICES" and "Improving and promoting public safety in the Commonwealth".

On the left, a "Menu" is displayed with the following items:

- Initial Application
- Renew License
- Duplicate License** (highlighted with a red arrow)
- Demographics Update
- License Address Change
- Manage Categories
- Cart
- Logout

The main content area is titled "Licensing Home Page". It contains the following text:

The list below displays all licenses currently held by you and all licenses currently being applied for. To renew a license, click the **renew license** link on the left.

- Please click [here](#) to obtain your DCJS ID.

Below this, there is a section titled "Name" with the following information:

Name:	Example Profile	Address:	123 Street Road Richmond, VA 23235
Phone:			1234567890

Below the "Name" section, there is a section titled "Licenses" with a table containing the following row:

No license
------------

The browser's status bar at the bottom shows "Done" and "Internet".

You will then see all licenses that you can request duplicates for.

The screenshot shows a web browser window with the address bar displaying <https://www.dcs.virginia.gov/rocs/SelectLicense.aspx?process=DUP>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains various icons for search, share, bookmarks, and check. The page title is "Duplicate License Application".

On the left side, there is a "Menu" section with links to "Licensing Home Page" and "Logout".

The main content area is titled "Duplicate License Application" and contains the following text:

Select the license you would like to submit a duplicate request for from the list below. If you have multiple duplicate requests, you can only submit one request at a time. Complete the process for each license you would like to duplicate.

Below this text is a section titled "Eligible Licenses" which contains three entries, each with a "Continue" link:

CA Compliance Agent	Continue
Profession: Private Security Services	License Number: <input type="text"/> License Status: Approved
Issued: 1/9/2006	Expiration Date: 1/31/2014

IN Instructor	Continue
Profession: Private Security Services	License Number: <input type="text"/> License Status: Approved
Issued: 2/3/2006	Expiration Date: 2/28/2014

RE Registration	Continue
Profession: Private Security Services	License Number: <input type="text"/> License Status: Approved
Issued: 7/14/2006	Expiration Date: 6/30/2014

The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

Click “continue” next to the license you wish to request a duplicate for.

The screenshot shows a web browser window with the URL <https://www.dcjs.virginia.gov/rocs/SelectLicense.aspx?process=DUP>. The page title is "Duplicate License Application". Below the title, there is a paragraph: "Select the license you would like to submit a duplicate request for from the list below. If you have multiple duplicate requests, you can only submit one request at a time. Complete the process for each license you would like to duplicate."

The page lists three eligible licenses under the heading "Eligible Licenses":

License Type	Action
CA Compliance Agent	<a href="#">Continue</a>
IN Instructor	<a href="#">Continue</a>
RE Registration	<a href="#">Continue</a>

Each license entry includes the following details:

- Profession: Private Security Services
- License Number: [Input Field]
- License Status: Approved
- Issued: [Date]
- Expiration Date: [Date]

An arrow points to the "Continue" button for the RE Registration license.



**“Document type” and “reason for request” are already selected for you (currently, there aren’t other choices).**

https://www.dcss.virginia.gov/rocs/ProcessStart.aspx?process=DUP&agency\_id=1&license\_id=271!

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https://www.dcss.virginia.gov/rocs/ProcessStart.aspx...

Menu

- Licensing Home Page
- Logout

### Request a Duplicate License

Below you may select the type of document for which you are requesting a duplicate, the reason for the duplicate and the number of duplicates you are requesting. Once you have made the appropriate selections, press the **add button**. You may repeat the process if you would like to request a duplicate of another document. Once all duplicates have been selected, press the **pay fees button**. This will calculate the total number of all duplicates selected and the fees associated with each.

If you would like to view and/or edit your address information, please do so before continuing the duplicate request process. You may click [here](#) to change your person address or [here](#) to change your license address.

#### Available Document Types

Document Type:

Reason for Request:

Quantity:

Documents Requested:

Done Internet 100%

Fill out quantity requested then click the “add” button.

https://www.dcss.virginia.gov/rocs/ProcessStart.aspx?process=DUP&agency\_id=1&license\_id=271!

File Edit View Favorites Tools Help

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Menu

- Licensing Home Page
- Logout

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If you would like to view and/or edit your address information, please do so before continuing the duplicate request process. You may click [here](#) to change your person address or [here](#) to change your license address.

#### Available Document Types

Document Type:

Reason for Request:

Quantity:

Documents Requested:

Your selection will appear in the “documents requested” box.

The screenshot shows a web browser window with the URL [https://www.dcj.virginia.gov/rocs/ProcessStart.aspx?process=DUP&agency\\_id=1&license\\_id=271!](https://www.dcj.virginia.gov/rocs/ProcessStart.aspx?process=DUP&agency_id=1&license_id=271!). The browser's address bar and menu bar are visible. The main content area contains instructions for requesting a duplicate document. Below the instructions, there is a section titled "Available Document Types" with a form for selecting document details. The form includes dropdown menus for "Document Type" (set to "Photo ID") and "Reason for Request" (set to "Lost/Stolen"), a text input for "Quantity" (set to "1"), and buttons for "Add", "Remove", and "Pay Fees". A box labeled "Documents Requested:" contains the text "Lost/Stolen - Photo ID ( 1 )", with an arrow pointing to it from the left. The footer of the page includes the copyright notice "© 2011 Virginia Department of Criminal Justice Services" and a "Contact Us" link.

Before you may select the type of document for which you are requesting a duplicate, the reason for the duplicate and the number of duplicates you are requesting. Once you have made the appropriate selections, press the **add button**. You may repeat the process if you would like to request a duplicate of another document. Once all duplicates have been selected, press the **pay fees button**. This will calculate the total number of all duplicates selected and the fees associated with each.

If you would like to view and/or edit your address information, please do so before continuing the duplicate request process. You may click [here](#) to change your person address or [here](#) to change your license address.

### Available Document Types

Document Type:

Reason for Request:

Quantity:

Documents Requested:

© 2011 Virginia Department of Criminal Justice Services [Contact Us](#)

Click the “pay fees” button.

The screenshot shows a web browser window with the URL [https://www.dcps.virginia.gov/rocs/ProcessStart.aspx?process=DUP&agency\\_id=1&license\\_id=271!](https://www.dcps.virginia.gov/rocs/ProcessStart.aspx?process=DUP&agency_id=1&license_id=271!). The page contains instructions for requesting document duplicates, a form for selecting document types and reasons, and a list of requested documents. A red box highlights the "Pay Fees" button at the bottom of the form.

Before you may select the type of document for which you are requesting a duplicate, the reason for the duplicate and the number of duplicates you are requesting. Once you have made the appropriate selections, press the **add button**. You may repeat the process if you would like to request a duplicate of another document. Once all duplicates have been selected, press the **pay fees button**. This will calculate the total number of all duplicates selected and the fees associated with each.

If you would like to view and/or edit your address information, please do so before continuing the duplicate request process. You may click [here](#) to change your person address or [here](#) to change your license address.

### Available Document Types

Document Type:

Reason for Request:

Quantity:

Documents Requested:

© 2011 Virginia Department of Criminal Justice Services [Contact Us](#)

It will take you directly to the payment screen. Fill out the billing address information.

https://www.dcss.virginia.gov/rocs/Checkout.aspx

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https://www.dcss.virginia.gov/rocs/Checkout.aspx

Page Safety Tools

# DCJS VIRGINIA DEPARTMENT OF CRIMINAL JUSTICE SERVICES

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## Menu

- Licensing Home Page
- Logout

## Pay License Fees

This is a secure credit card payment site. Please enter your billing address and credit card information in the form below. Press the **submit button** to pay your fees and submit your application. Once you submit, you have sent your application and fees to the Agency for processing. You will receive a confirmation page which includes a receipt number. Please print off this confirmation page and retain for your records. The confirmation page will serve as your receipt.

### Billing Address

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Street Address:	<input type="text" value="123 Street Road"/>
	<input type="text"/>
City:	<input type="text" value="Richmond"/>
State:	<input type="text" value="VA"/>
Zipcode:	<input type="text" value="23235"/>
Country:	<input type="text" value="US"/>

Done Internet 100%

Then fill out credit card information.

https://www.dcs.virginia.gov/rocs/Checkout.aspx

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https://www.dcs.virginia.gov/rocs/Checkout.aspx

### Application Fees

License Number	Description	Fee Amount
Pending	Application Fee	\$25.00
Pending	Category Fee	\$0.00
Pending	Firearms Category Fee	\$10.00

### Credit / Debit Card Information

☒ Credit Card ☐ Debit Card ☐ Commercial Card

Name on Account:

Credit Card Type: Visa

Credit Card Number:

Expiration Date: 01  2011

Card Verification No:  [What's This?](#)

### Fee Totals

Fee Amount: \$35.00

Total Amount: \$35.00

Done Internet 100%

When finished, click the “submit” button.

The screenshot shows a web browser window with the URL <https://www.dcjs.virginia.gov/rocs/Checkout.aspx>. The browser's address bar and menu bar are visible at the top. The main content area is titled "Application Fees" and contains a table with the following data:

License Number	Description	Fee Amount
Pending	Application Fee	\$25.00
Pending	Category Fee	\$0.00
Pending	Firearms Category Fee	\$10.00

Below the table is a section titled "Credit / Debit Card Information" with three radio buttons: "Credit Card" (selected), "Debit Card", and "Commercial Card". The form fields for the credit card are:

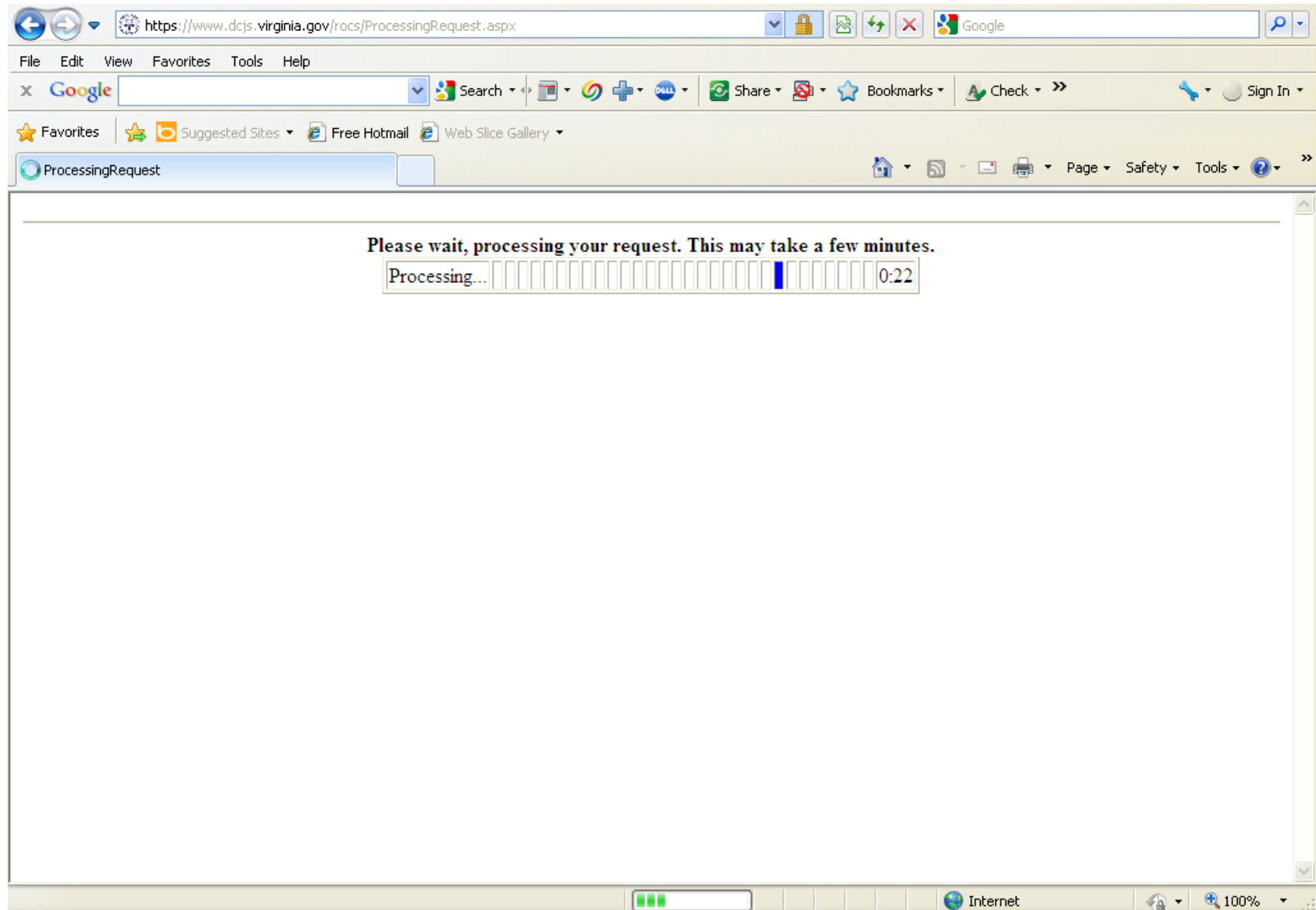
- Name on Account:
- Credit Card Type:
- Credit Card Number:
- Expiration Date:
- Card Verification No:

A link "What's This?" is located next to the Card Verification No field. Below this is a section titled "Fee Totals" with the following information:

Fee Amount: \$35.00  
Total Amount: \$35.00

At the bottom of the form is a "Submit" button, which is highlighted with a horizontal line and arrows pointing to it from both sides.

**It will take several seconds to process the payment.**





**You will then see the amount as well as you account number as #####. You must type in your expiration again as MMY. Click the “process” button when finished.**

The screenshot shows a web browser window with the address bar displaying [https://www.myvirtualmerchant.com/VirtualMerchant/process.do?ssl\\_user\\_id=webtransaction&ssl\\_](https://www.myvirtualmerchant.com/VirtualMerchant/process.do?ssl_user_id=webtransaction&ssl_). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains a Google search bar, Search, and various utility icons like Share, Bookmarks, and Check. The address bar also shows the full URL: <https://www.myvirtualmerchant.com/VirtualMerchant...>. The main content area displays a form titled "SALE". Inside the form is a section titled "Order Section" which contains three input fields: "Account Data:" (empty), "Expiration Date(MMY):" (empty), and "Amount:" (containing "10.00"). Each of these three fields has a red asterisk (\*) to its right. Below the "Order Section" is a "Process" button, which is a rectangular button with the word "Process" in the center. Two horizontal arrows point towards the "Process" button from both sides. The browser's status bar at the bottom shows "Done" on the left and "Internet" and "100%" on the right.

SALE

Order Section

Account Data:  \*

Expiration Date(MMY):  \*

Amount:  \*

Process

## View and print your receipt.

The screenshot shows a web browser window with the address bar displaying `http://www.dcjs.virginia.gov/rocs/PaymentResult.aspx?answer=processed&payment_id=353&process=A`. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains various icons for search, share, and bookmarks. The page content is divided into a left sidebar and a main content area.

**Menu**

- Licensing Home Page
- Logout

**Application Submitted**

Your application has been submitted and all fees have been applied to your credit card. Please print this page as your proof of submission and receipt of payment.

**Application Information**

Date Submitted:	19 September 2011
Applicant Name:	<input type="text"/>
License Number:	<input type="text"/>
Agency:	VADCJS
Process:	Manage Attributes

**Payment Information**

Authorization Code:	034825
Received Date:	9/19/2011 2:58:12 PM
Transaction #:	EC
Credit Card Number:	XXXX XXXX XXXX XXXX
Fee Amount:	\$10.00
Service Fee:	\$0.00
Instant Fee:	\$0.00
Total Fee:	\$10.00
Received Amount:	\$10.00

Print Receipt    Apply for Another License

Done    Internet    100%